

**IN THE CLAIMS:**

1. (Previously Presented) A method for creating a process-driven knowledge activation system relating to the process of a defined organization, said method comprising the following steps:
  - creating a process model comprising one or more elements;
  - associating at selected points within processes in said process model a collection of symbols representing resources that will be required by a user to be effective;
  - auditing and tracing the usage of said symbols across the process model through a mechanism of dependency analysis within a modeling tool;
  - mapping said symbols associated with the process that requires them to access electronically-stored knowledge resources;
  - generating a process-driven knowledge activation system comprising said one or more symbols or textual representation of said symbols, wherein said symbols are associated with said processes, wherein said processes are linked to said knowledge resources;
  - by the user clicking on a process, said system reveals to the user, through a graphical user interface, the associated required knowledge resource symbols or textual representation of said symbols for that process, the appropriate resource then being presented to the user on the click of said symbols or textual representation of said symbols;
  - repeating periodically the above steps in a review cycle in which the process models and resources of the process driven knowledge activation system are revised and re-published; and
  - the knowledge resources are specific to and created by the users and other persons within the organization as the organization delivers said processes, and said knowledge resources are stored in

an accessible electronic storage to represent a distributed, evolving body of knowledge generated by and relevant to the defined organization, and, from which, the knowledge resources can be selectively retrieved and accessed by the user of the system.

2. (Original) A method according to claim 1 wherein the process model is part of a set of general purpose graphical business models.

3. (Original) A method according to claim 1 wherein the process models are accessible via a web browser.

4. (Original) A method according to claim 1 wherein the one or more elements of the process model are provided in a tool which uniquely identifies each element and maps each element to the one or more knowledge resources.

5. (Original) A method according to claim 1 wherein the knowledge resource symbols can be queried within a tool to ascertain for each, the set of processes with a requirement of said symbol's corresponding resource, so facilitating a process of resource change management.

6. (Previously Presented) A method for creating a process-driven knowledge activation system relating to the process of a defined organization, said method comprising the following steps:

creating a process model of a system comprising one or more elements being part of a general purpose graphical business model, said model being accessible via a web browser;

associating at selected points within processes in said model a collection of symbols representing resources that will be required by a user to be effective;

auditing and tracing the usage of said symbols across the process model through a mechanism of dependency analysis within a modeling tool;

mapping said symbols to electronic knowledge resources stored in a file store;

generating a process-driven knowledge activation system comprising said one or more symbols or textual representation of said symbols associated with said processes linked to said knowledge resources;

said system revealing to the user, on clicking on a process, the associated knowledge resource symbols, the appropriate resource then being presented to the user on the click of said symbols or links;

repeating periodically the above steps in a review cycle in which the process models and resources of the process driven knowledge activation system are revised and re-published; and

said knowledge resources are defined and developed with respect to the delivery of said processes by the users and other personnel of the organization and are related specifically to that organization, and said knowledge resources are stored in an accessible electronic storage to represent a distributed, evolving body of knowledge generated by and retrieved and accessed by the user of the system.

7. (Previously Presented) A method for creating a process driven knowledge activation system having a process model according to claim 6 wherein the process model is illustrated on a display

screen and the elements can be selected by conventional Personal Computer (PC) based user control system.

8. (Previously Presented) A method for creating a process driven knowledge activation system having a process model according to claim 6 wherein when an element is selected, an appropriate display is generated for an associated knowledge resource.

9. (Previously Presented) A method for creating a process driven knowledge activation system having a process model according to claim 6 wherein a modeler/user follows the method to create a set of general purpose graphical business models containing various linked elements in a tool, said tool able to generate models which are accessible via a web browser and which links the knowledge resource symbols in the browser by uniquely identifying each element and its corresponding web page.

10. (Currently Amended) A method for creating a process driven knowledge activation system having a process model according to claim 9 wherein the model maps knowledge resource symbols `[[([)]associated with a process that requires them[()]]` to their corresponding knowledge resources.

11. (Canceled)

12. (Canceled)

13. (Canceled)

14. (Canceled)

15. (Canceled)

16. (Canceled) .

17. (Canceled)

18. (Canceled)

19. (Previously Presented) A model according to claim 6 wherein said model graphically represented on a display screen and including a series of model elements and a series of resources, said resources, or representations thereof linked to elements and are revealed to the user upon the user selecting an element, the associated resources are then presented to the user for selection, and, upon selection, are accessible to the user.

20 (Canceled)